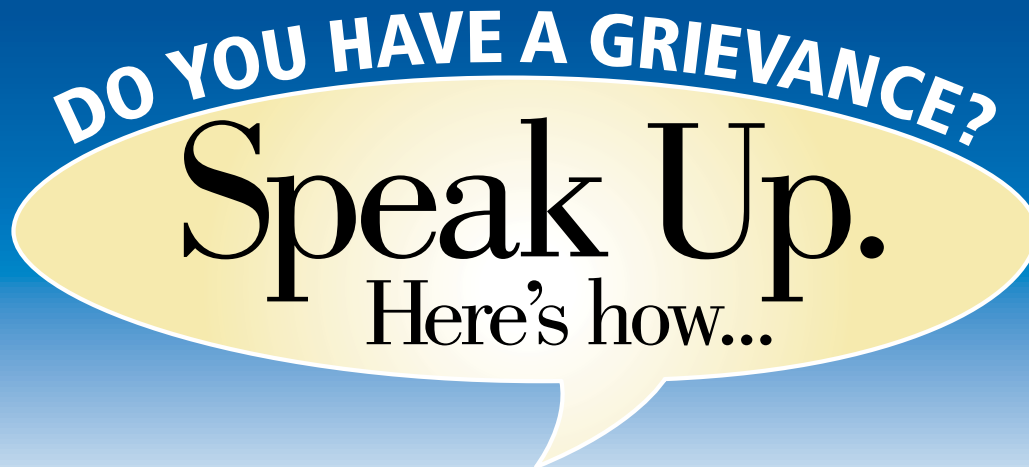


The treatment you receive should meet your need for safety,
your rights as a patient, clinical standards of care,
and be provided by staff who treat you fairly and respectfully.

If you feel your treatment does not meet these standards...



First: Ask a staff member for a copy of your facility's grievance policy to find out how you can file a grievance.

However... If you are still unsatisfied or do not feel comfortable filing a grievance with your facility...

Contact

IPRO End-Stage Renal Disease Network of the Ohio River Valley
Corporate Address: 1979 Marcus Avenue, Lake Success, NY 11042-1072
Toll-Free Patient Line: (800) 238-3773 (ESRD)
Patient Services: (516) 231-9767 • Fax: (516) 403-5969
E-mail: esrdnetworkprogram@ipro.org

or

Division of Long Term Care, Indiana State Dept. of Health
2 North Meridian Street, Indianapolis, IN 46204
Toll-Free: (800) 246-8909 • Local: (317) 233-7241
Fax: (317) 233-7494
Email: complaints@isdh.in.gov



End-Stage Renal Disease
Network of the Ohio River Valley

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